

September 2011

Dear General Motors Customer:

We have learned that on your 2011 model year Chevrolet Express or GMC Savana, two of the four bolts that attach the propshaft to the rear axle may not be fastened to the proper specification and may begin to loosen. This would result in an unusual noise and/or vibration. If the bolts continue to loosen and the propshaft separates from the rear axle, the power to the wheels will no longer be delivered. The engine will continue to run and power braking and steering will not be affected.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition.

**What We Will Do:** Your GM dealer will inspect the propshaft bolts to ensure that they are properly fastened. This service will be performed for you at **no charge until March 31, 2014**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services